

# Webforum - Security

Webforum is a service that is available around the clock every day. Many of our customers store confidential and critical information in the service. To ensure that high demands on availability, reliability and security are met the system relies on extensive security measures. This paper briefly describes how we handle and deal with these potential issues.

## The Operating Environment

Webforum's operating partner Axians is responsible for the entire production environment. Axians is a leading player in the Swedish data hosting market and has been Webforum operating partner since 2008. Axians are certified under ISO/IEC 20000.

The operating environment (Internet, firewalls, load balancing, web servers, database servers, application servers, file servers, routers, switches, etc.) is fully redundant to minimize the risk that the service is not accessible when a part of the environment does not function. The environment is set up in two geographic locations in order to maintain operations with a short downtime in case a major disaster event occurs. Monitoring of the environment and resulting mitigating actions are executed around the clock, every day. The operating environment is located in Stockholm, Sweden.

The physical security (access control, power supply, fire protection, climate control) is described in more detail in the document "Webforum - physical security," which is available for download on [www.webforum.com](http://www.webforum.com).

## Communication

All communication between the user's computer and Webforum is via an encrypted connection (SSL). The SSL certificate Webforum use is issued by Thawte. At least 128-bit SSL encryption and a 2048-bit RSA key is used.

## Internet

Webforum uses a redundant Internet connection with



high bandwidth and with at least two operators.

A duplicate network infrastructure enables us to guarantee high availability of the Internet connection. lutningen.

## Availability

Webforum ensures a high availability of the service, using the following preventive measures:

- An operating and hosting Partner who monitors and measures the system to ensure that everything is working around the clock every day.
- Redundant Internet connection.
- Redundant operation environment.
- Geographical redundancy.
- Load balancing.

### Data storage

Webforum takes many measures to protect customer information when it is stored, including the following:

- The operating environment is placed in a building with a high level of physical security.
- Monitoring the activity logs to identify unexpected or unauthorised activity.
- Password encryption.
- Documents can be encrypted. (Optional feature)
- Webforum staff have all signed a confidentiality agreement that forbids employees to use or disclose confidential information.

### User identification

A user can only access the information that he or she has been given access to. The system controls which users that should have access to a specific module and what a user can do with a specific object, such as a document.

Each user has a username and a password. That username is the user's email address, which must be verified before it can be used.

Webforum can provide access to Active Directory via SAML 2.0.

### Password Security

The users own passwords can only be entered by the users themselves. Passwords are stored encrypted.

By default, the password should be at least 8 characters with at least one special character. There is the option for an organisation to set their own requirements on user password complexity with additional features available, such as a two-factor login where the regular login is supplemented with a one-time code via SMS or email. Passwords can be reset only using a user's email address where they will then receive an email with a link to set a new password.

Login is always done via an encrypted connection

(SSL). After too many failed login attempts, the user is temporarily locked out for some time.

To reduce the risk of unauthorized access to information in the system, users are automatically logged out after a period of inactivity.

### Extended login security

For those customers who have specific requirements, there are several possibilities available to configure an extended security logon through customized requirements on password content and login control. These are as follows:

- Restrict login to predefined IP addresses.
- Two-factor authentication, i.e. the user must also specify a one-time password that the user gets sent to him by SMS or email.
- Optional password complexity.
- Restriction on the use of previously used passwords.
- Requirement for a new password to be set after a certain time period.
- Option to turn off the function to save the login information for next login session.

### Traceability

Activities in the system can be logged and reviewed at a later date, for example to determine which users have read the log and modified documents. This log is available to the customer's administrators with all user logins logged and accessible to those with Administrator module access.

### Privacy

Webforum maintains a strong privacy policy to protect customer and user data. Webforum does not own the customer data and nor does Webforum share it with any third party. Webforum staff and partners have signed confidentiality agreements. Only a very few individuals of staff have access to our production systems.

### Cookies

Webforum uses cookies to store user names, passwords

and language, so that the user does not need to enter this information at each login session. The customer can however prevent the system from storing passwords.

#### **Intrusion Detection**

Webforum's operating and hosting partner monitors firewalls and internet access around the clock using monitoring tools and an IDS (Intrusion Detection System). The monitoring is done in real time 24/7, including analysis from the Symantec Security Operations Center (SOC).

#### **Backup and Recovery**

A full system backup is taken once per day and stored in a different geographic location. Incremental backup is done frequently throughout the day. All data is mirrored between servers continuously and is available in the event of a fault.

Recovery testing is carried out continuously to ensure that it works as it should. The backups made have the primary purpose of allowing a complete recovery of the system and data.

#### **About Webforum**

Webforum develops and sells a web service for document-intensive projects and collaborations. The service is flexible, user friendly, accessible and secure. It is a complete support for businesses and organizations to plan, implement and monitor projects and to manage information. Webforum also develops and sells a web service for efficient and secure Boardroom collaboration.

Webforum today has 700 corporate clients and over 50,000 users in 20 countries. Customers range from small businesses or project teams to multinational companies in various industries as well as a number of local governments. Customers include organizations such as the City of Stockholm Transportation Authority, The Royal Institute of Technology, Bisnode and Medisize.

The company was founded in 1997 and is based in Stockholm. Development takes place in Stockholm and Kiev. Webforum has distributors in Finland, Germany and England. For more info: [www.webforum.com](http://www.webforum.com).